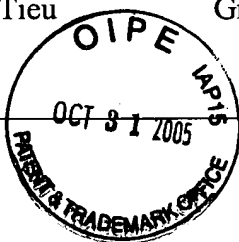


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION
QUEUEING USING ROUTING AND ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Examiner: Benny Quoc Tieu Group Art Unit: 2642
Docket No.: SBL0012US



Austin, Texas
October 28, 2005

MAIL STOP RCE
COMMISSIONER FOR PATENTS
P. O. BO 1450
Washington, D. C. 20231

PRELIMINARY AMENDMENT

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated June 30, 2005 (and subsequent Advisory Action dated September 27, 2005), having a shortened statutory period set to expire on September 30, 2005. Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time, setting a new date for response of October 30, 2005. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

No Amendments to the Specification are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 7 of this paper.